

Excellence in Practice Awards

The Premier: A Symbol of Excellence in GTCC* Guidance and Communication

September 5, 2023

I. Award Description

The *Premier* award recognizes the Agency Program Coordinator (APC) military member or government employee who demonstrates an extraordinary and exemplary commitment to cardholders and stakeholders through proactive education, effective communication, responsive customer service, and outstanding Program Coordination. The Premier Award is given to the individual who consistently satisfies the requisite duties of the DoD GTCC APC but also exhibits vision and initiative by identifying opportunities for GTCC program improvements and acts as the change agent to implement those improvements within their organization, resolving obstacles along the way.

*Government Travel Charge Card

II. Award Criteria

Entries in this category will be judged on the following criteria:

- Systematic processes that achieve and maintain organizational goals
- Demonstrated expertise using the electronic Charge Card management, and data analytics tools to proactively identify policy noncompliance, cardholder education opportunities, and potential issues for GTCC cardholders and stakeholders including:
 - Discovery and analysis of gaps (running reports)
 - Measured results and metric achievement
- Demonstrated competence and mastery of DoD GTCC Regulations
- Understanding and implementing training requirements: effectiveness, timeliness, and appearance of communication efforts
- Exhibits appropriate discretion in handling sensitive GTCC matters
- Use of customer service feedback to improve services
- Communication and guidance on GTCC program information including:
 - Regulation and policy updates, to include Organizational business rules
 - Compliance education and training
 - Competently address issues and concerns related to GTCC, at all Organizational levels
 - Effectiveness, timeliness, and overall professional appearance of communication (submit sample)

III. Nomination Instructions

Complete the entry form and e-mail it to dodhra.mc-alex.dtmo.list.eip-awards@mail.mil. Use the nomination form below or include all required information in a Microsoft Word document. Please include any supporting materials as attachments to the e-mail; but limited to three documents. We will not accept self-nominations.

Nominations must be received by DTMO by November 14, 2023. DTMO will forward the package to your Service/Agency representative for consideration.

The Premier Award Entry Form

Candidate's Name and Place of Duty:

Candidate's Organization:

(no abbreviations please)

CPM's Name and Title:

CPM's Phone and Email:

Please provide a clear, concise response that includes examples of how the candidate meets each of the criteria. You may submit up to three supporting attachments to enhance the nomination package. Please do not provide Personally Identifiable Information (PII) and/or sensitive information.

1. **APC Description:** Briefly summarize the organization's charge card program, including the systematic processes that achieve and maintain established performance standards for the DoD and the organization's GTCC program.

2. **APC Highlights:** Describe the ways in which the candidate uses: technology, training, collaboration, communications, and program management tools to support the charge card program and achieve superior outcomes.
 - You may include documentation samples, URL links, screenshots, and other materials to support your each weighted criteria.
 - Please submit supporting materials as attachments to the e-mail address dodhra.mc-alex.dtmo.list.EIP-awards@mail.mil when submitting with this entry form.
 - Do **NOT** provide PII and/or sensitive information.
 - Please include **only** activities and accomplishments that occurred in FY23 (from October 1, 2022 through September 30, 2023).

Focus on the following criteria*:

- a. Thorough, comprehensive oversight of GTCC program demonstrated through consistent, timely execution of all mandated and recommended electronic access system Program reports and queries with subsequent follow-up, and/or corrective actions

- b. Innovative approaches to GTCC education, training and/or communications

- c. Exceptional customer service

- d. Creative approaches to resolving a specific challenging GTCC problem

*Criteria will be weighted as follows: a = 40% b = 30% c = 20% d = 10%